



5.5.15 Dy-Director (Balu Ugate)  
To Sh. Ravi Kidam  
Pl put up.  
5<sup>th</sup> May, 2015  
CREG/MUM/MERC/15/139

To,  
Principal Secretary  
Maharashtra Electricity Regulatory Commission  
13<sup>th</sup> Floor, Centre No 1, World Trade Centre  
Cuffe Parade, Colaba  
Mumbai 400 005

<b>MERC</b>
Date ..... 5/5/15
No. .... 0586

Dear Sir,

Sub: Compliance to MERC, Standards of Performance Regulations, 2014

This is with reference to the Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2014 notified on 20<sup>th</sup> May, 2014.

In compliance with the various clauses of the Regulations, we are submitting the reports in the prescribed formats with respect to **Annexure I** (Standards of Performance Level for Quarterly Return) along with **Annexure III** (Report of action on Faulty Meters) and **Annexure IV** (Performance regarding Reliability Indices). (Refer **Appendix**)

Please note that as per **Annexure II** i.e. Report of individual Complaints where Compensation has been paid, there was no case where compensation was paid for non-observance of Standards of Performance for this Quarter.

Additionally, we would like to submit that the quarterly reports in the prescribed formats will continued to be put up on the Tata Power website as directed by the Hon'ble Commission.

We trust the same is in order.

Yours faithfully,

*S R Mehendale*  
5/5/15

**S R Mehendale**  
**Group Head-Corporate Regulations**

Encl: Appendix

**TATA POWER**

**The Tata Power Company Limited**

Dharavi Receiving Station Regulations Department Matunga Mumbai 400019

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CIN : L28920MH1919PLC000567 Website : www.tatapower.com Email : tatapower@tatapower.com



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List of Reports as per MERC Standards of Performance Regulations, 2014

Sr. No	Report	Annexure	Regulation Section
1	New Connection (including Temporary Connection)/Additional Load/ Reduction of Load	Annexure I	4.3 to 4.9
2	Shifting of meters / service lines		4.12
3	Change of name and change of tariff category		4.13
4	Complaints regarding Voltage Variation		5.4 (a) to (c)
5	Restoration of Power Supply		6.1 to 6.4
6	Reconnection of supply following disconnection due to non-payment of bills		6.10
7	Metering		7.2 to 7.4
8	Complaints about Consumer's Bills		7.6
9	Action on Faulty Meters (1 Phase / 3 Phase)	Annexure III	-
10	Reliability Indices	Annexure IV	10



New Connection Inspection of Premises

(Regulation 4.3 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
1	Q3_FY 14-15										63
	Q4_FY 14-15	4.3	New Connection Inspection of Premises	Urban	63	6491	6554	5908	0	5908	646



Intimation of Charges Where Supply From Existing Lines

(Regulation 4.4 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
	Q3_FY 14-15										55
2	Q4_FY 14-15	4.4	Intimation of Charges where supply from existing Lines	Urban	55	408	463	463	0	463	0



Intimation of Charges where supply to dedicated or after extension/augmentation

(Regulation 4.5 & 4.6 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Quarter	SOP Regulation No.	Parameters	Area	Pending Complaint Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
3	Q3_FY 14-15										26
	Q4_FY 14-15	4.5 & 4.6	Intimation of Charges where supply to dedicated or after extension/augmentation	Urban	26	5437	5463	5444	0	5444	19



**New Connection where supply from Existing Line**

(Regulation 4.7 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr.
4	Q3_FY 14-15										103
	Q4_FY 14-15	4.7	New Connection where supply from existing line	Urban	103	455	558	486	0	486	72



**New Connection where supply after extension/augmentation**

(Regulation 4.8 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
5	Q3_FY 14-15										1968
	Q4_FY 14-15	4.8	New Connection where supply after extension/augmentation	Urban	1968	3156	5124	3048	0	3048	2076



**New Connection where supply after commissioning of Sub-Station**

(Regulation 4.9 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
	Q3_FY 14-15										4007
6	Q4_FY 14-15	4.9	New Connection where supply after after commissioning of Sub-Station	Urban	4007	2355	6362	1816	0	1816	4546





Shifting of Meter/Service Line

(Regulation 4.12 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
7	Q3_FY 14-15										0
	Q4_FY 14-15	4.12	Shifting of Meter/ Service Lane	Urban	0	15	15	6	0	6	9



## Reconnection of Supply after Payment of Dues

(Regulation 6.10 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Month	SOP Regulation No	Parameters	Area	Pending Complaints Nos (Reconnection Requests)	Complaints in Current Qtr (Reconnection Requests)	Total Complaints (Total Reconnection Requests)	No. of Complaints Addressed			
								Within standards of performance	More than stipulated Time	Total Complaints Addressed	
		a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
8	Jan	6.10	Reconnection of supply after payment of dues	Class-I Cities/Urban	0	299	299	277	22	299	0
8	Feb	6.10	Reconnection of supply after payment of dues	Class-I Cities/Urban	0	478	478	466	12	478	0
8	Mar	6.10	Reconnection of supply after payment of dues	Class-I Cities/Urban	0	301	301	281	20	301	0



Change of Name

(Regulation 4.13 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
9	Q3_FY 14-15										525
	Q4_FY 14-15	4.13	Change Of Name	Urban	525	4561	5086	4704	0	4704	382



Change of Category

(Regulation 4.13 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Quarter	SOP Regulation No	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
10	Q4_FY 14-15	4.13	Change of Category	Urban	4	49	53	51	0	51	2



**Complaint of Voltage Variation-Local fault**

(Regulation 5.4 (a) of MERC, Standards of Performance Regulations, 2014)

Sr. No.	SOP regulation No.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	i=f-i
11	5.4 (a)	Complaint of Voltage Variation-Local fault	Class-I Cities/Urban	0	89	89	89	0	89	0



**Complaint of Voltage Variation-Net work**

(Regulation 5.4 (b) of MERC, Standards of Performance Regulations, 2014)

Sr. No.	SOP regulation No.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
12	5.4 (b)	Complaint of Voltage Variation-Net work	Class-I Cities/Urban	0	0	0	0	0	0	0



**Complaint of Voltage Variation-Expansion/Augmentation**

(Regulation 5.4 (c) of MERC, Standards of Performance Regulations, 2014)

Sr. No.	SOP regulation No.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
13	5.4 (c)	Complaint of Voltage Variation - Expansion/ augmentation required	Class-I Cities/Urban	0	0	0	0	0	0	0



**Fuse off call**

(Regulation 6.1 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	SOP regulation No.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
14	6.1	Fuse off call	Class-I Cities/Urban	0	3364	3364	3289	75	3364	0





**Break down of Over head Line**

(Regulation 6.2 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	SOP regulation No.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
15	6.2	Break down of Over head line	Class-I Cities/Urban	0	0	0	0	0	0	0



Underground Cable fault

(Regulation 6.3 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	SOP regulation No.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
16	6.3	Underground cable fault	Class-I Cities/Urban	0	5086	5086	4941	145	5086	0

230200



Transformer Failure

(Regulation 6.4 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	SOP regulation No.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More than stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
17	6.4	Transformer Failure	Class-I Cities/Urban	0	94	94	94	0	94	0



**Meter Reading**

(Regulation 7.2 of MERC, Standards of Performance Regulations, 2014)

Sr. no.	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous Quarter)	Complaints in Current Qtr	Total Complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
18	7.2	Meter Reading		0	0	0	0	0	0	0



**Replacement of Faulty Meter**

(Regulation 7.3 of MERC, Standards of Performance Regulations, 2014)

Sr.no	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous Quarter)	Complaints in Current Qtr	Total Complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
19	7.3	Replacement of faulty meter	Class I Cities	5	129	134	132	0	132	2



**Replacement of Burnt Meter**

(Regulation 7.4 of MERC, Standards of Performance Regulations, 2014)

Sl.no.	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous)	Complaints in Current Qtr	Total Complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
20	7.4	Replacement of Burnt meter	Class I Cities	0	185	185	185	0	185	0



Billing Complaint

(Regulation 7.6 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	SOP Regulation No.	Parameters	Area	Pending Complaint nos. (Previous Quarter)	Complaints in current Quarter (Q3)	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standards of Performance	More than stipulated time	Total Complaints redressed	
	a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
21	7.6	Billing Complaint	All zones	0	260	260	260	0	260	0



**Annexure-III**

Report of action on Faulty Meters (1 Phase / 3 Phase)

Format for quarterly return to be submitted to the Commission by the Distribution Licensee  
(MERC, Standards of Performance Regulations, 2014)

Sr. no.	Name Of Distribution Licensee	Ref. to overall standards	Faulty meters at start of quarter (Nos.)	Faulty meters added during quarter (Nos.)	Total Faulty Meters (Nos.)	Meters rectified/ replaced (Nos.)	Faulty meters pending at end of quarter (Nos.)
1	Tata Power		1	1465	1466	1461	5





### Annexure-IV

Performance Report regarding Reliability Indices

(1) System Average Interruption Duration Index (SAIDI)

(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

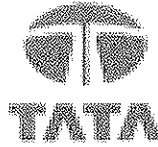
Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Ri= Restoration time for each interruption event on ith feeder	Nt=Total number of consumers of the distribution Licensees area	Sum (Ri*Ni) for all feeders excluding agri. Feeders)	SAIDI = 6/5
1	2	3	4	5	6	
1	Jan-15	106	5.0566	70404	536	0.008
2	Jan-15	1619	5.65	70404	9155	0.130
3	Jan-15	2046	6.00	70404	12276	0.174
4	Jan-15	2129	26.898	70404	57265	0.813
5	Jan-15	213	7.798	70404	1661	0.024
6	Jan-15	190	26.595	70404	5053	0.072
7	Jan-15	11	14.09	70404	155	0.002
8	Jan-15	342	12.50	70404	4274	0.061
9	Jan-15	18	8.00	70404	144	0.002
10	Jan-15	1	25.00	70404	25	0.000
11	Jan-15	99	14.00	70404	1386	0.020
12	Jan-15	289	12.31	70404	3559	0.051
13	Jan-15	166	19.4157	70404	3223	0.046
14	Jan-15	27	12.67	70404	342	0.005
15	Jan-15	33	17.67	70404	583	0.008
16	Jan-15	4	6.50	70404	26	0.0004
17	Jan-15	1	10.00	70404	10	0.0001
		19	16.58	70404	315	0.004
	<b>Total Jan-15</b>	<b>7313</b>	<b>13.673</b>	<b>70404</b>	<b>99988.0</b>	<b>1.420</b>
	<b>YTD FY 14-15</b>	<b>70994</b>	<b>16.651</b>	<b>70404</b>	<b>1182119.740</b>	<b>16.791</b>



**Annexure-IV**

Performance Report regarding Reliability Indices  
 (2) System Average Interruption Frequency Index (SAIFI)  
 (Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Sum of consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of consumers of the distribution Licensees area	SAIFI = 4/5
1	2	3	4	5	
1	Jan-15	106	106	70404	0.0015
2	Jan-15	1619	1619	70404	0.0230
3	Jan-15	2046	2046	70404	0.0291
4	Jan-15	2129	2129	70404	0.0302
5	Jan-15	213	213	70404	0.0030
6	Jan-15	190	190	70404	0.0027
7	Jan-15	11	11	70404	0.0002
8	Jan-15	342	342	70404	0.0049
9	Jan-15	18	18	70404	0.0003
10	Jan-15	1	1	70404	0.0000
11	Jan-15	99	99	70404	0.0014
12	Jan-15	289	289	70404	0.0041
13	Jan-15	166	166	70404	0.0024
14	Jan-15	27	27	70404	0.0004
15	Jan-15	33	33	70404	0.0005
16	Jan-15	4	4	70404	0.0001
17	Jan-15	1	1	70404	0.0000
		19	19	70404	0.0003
	<b>Total Jan-15</b>	<b>7313</b>	<b>7313</b>	<b>70404</b>	<b>0.104</b>
	<b>YTD FY 14-15</b>	<b>70994</b>	<b>70994</b>	<b>70404</b>	<b>1.008</b>



**Annexure-IV**

Performance Report regarding Reliability Indices

(3) Customer Average Interruption Duration Index (CAIDI)

(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Jan-15	0.0076	0.0015	5.06
2	Jan-15	0.1300	0.0230	5.65
3	Jan-15	0.1744	0.0291	6.00
4	Jan-15	0.8134	0.0302	26.90
5	Jan-15	0.0236	0.0030	7.80
6	Jan-15	0.0718	0.0027	26.59
7	Jan-15	0.0022	0.0002	14.09
8	Jan-15	0.0607	0.0049	12.50
9	Jan-15	0.0020	0.0003	8.00
10	Jan-15	0.0004	0.0000	25.00
11	Jan-15	0.0197	0.0014	14.00
12	Jan-15	0.0506	0.0041	12.31
13	Jan-15	0.0458	0.0024	19.42
14	Jan-15	0.0049	0.0004	12.67
15	Jan-15	0.0083	0.0005	17.67
16	Jan-15	0.0004	0.0001	6.50
17	Jan-15	0.0001	0.0000	10.00
18	Jan-15	0.0045	0.0003	16.58
	<b>Total Jan-15</b>	<b>1.4202</b>	<b>0.1039</b>	<b>13.673</b>
	<b>YTD FY 14-15</b>	<b>16.7905</b>	<b>1.0084</b>	<b>16.651</b>



**Annexure-IV**

Performance Report regarding Reliability Indices

(1) System Average Interruption Duration Index (SAIDI)

(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Ri= Restoration time for each interruption event on ith feeder	Nt=Total number of consumers of the distribution Licensees area	Sum (Ri*Ni) for all feeders excluding agri. Feeders)	SAIDI = 6/5
1	2	3	4	5	6	
1	Feb-15	211	4.45	71098	940	0.013
2	Feb-15	22	5.00	71098	110	0.002
3	Feb-15	113	10.43	71098	1179	0.017
4	Feb-15	31	12.00	71098	372	0.005
5	Feb-15	169	5.00	71098	845	0.012
6	Feb-15	85	26.00	71098	2210	0.031
7	Feb-15	292	15.00	71098	4380	0.062
8	Feb-15	758	17.47	71098	13239	0.186
9	Feb-15	2	8.00	71098	16.00	0.000
10	Feb-15	124	12.00	71098	1488	0.021
11	Feb-15	103	9.00	71098	927	0.013
12	Feb-15	17	32.00	71098	544	0.008
13	Feb-15	20	10.00	71098	200	0.003
14	Feb-15	135	19.87	71098	2683	0.038
15	Feb-15	41	32.83	71098	1346	0.019
16	Feb-15	14	12.14	71098	170	0.0024
17	Feb-15	2	22.31	71098	45	0.0006
18	Feb-15	20	9.10	71098	182	0.003
	<b>Total Feb-15</b>	<b>2159</b>	<b>14.301</b>	<b>71098</b>	<b>30875.620</b>	<b>0.434</b>
	<b>YTD FY 14-15</b>	<b>73153</b>	<b>16.582</b>	<b>71098</b>	<b>1212995.360</b>	<b>17.061</b>



**Annexure-IV**

Performance Report regarding Reliability Indices  
 (2) System Average Interruption Frequency Index (SAIFI)  
 (Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Sum of consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of consumers of the distribution Licensees area	SAIFI = 4/5
1	2	3	4	5	
1	Feb-15	211	211	71098	0.0030
2	Feb-15	22	22	71098	0.0003
3	Feb-15	113	113	71098	0.0016
4	Feb-15	31	31	71098	0.0004
5	Feb-15	169	169	71098	0.0024
6	Feb-15	85	85	71098	0.0012
7	Feb-15	292	292	71098	0.0041
8	Feb-15	758	758	71098	0.0107
9	Feb-15	2	2	71098	0.0000
10	Feb-15	124	124	71098	0.0017
11	Feb-15	103	103	71098	0.0014
12	Feb-15	17	17	71098	0.0002
13	Feb-15	20	20	71098	0.0003
14	Feb-15	135	135	71098	0.0019
15	Feb-15	41	41	71098	0.0006
16	Feb-15	14	14	71098	0.0002
17	Feb-15	2	2	71098	0.0000
18	Feb-15	20	20	71098	0.0003
	<b>Total Feb-15</b>	<b>2159</b>	<b>2159</b>	<b>71098</b>	<b>0.030</b>
	<b>YTD FY 14-15</b>	<b>73153</b>	<b>73153</b>	<b>71098</b>	<b>1.029</b>



#### Annexure-IV

Performance Report regarding Reliability Indices  
(3) Customer Average Interruption Duration Index (CAIDI)  
(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Feb-15	0.0132	0.0030	4.45
2	Feb-15	0.0015	0.0003	5.00
3	Feb-15	0.0166	0.0016	10.43
4	Feb-15	0.0052	0.0004	12.00
5	Feb-15	0.0119	0.0024	5.00
6	Feb-15	0.0311	0.0012	26.00
7	Feb-15	0.0616	0.0041	15.00
8	Feb-15	0.1862	0.0107	17.47
9	Feb-15	0.0002	0.0000	8.00
10	Feb-15	0.0209	0.0017	12.00
11	Feb-15	0.0130	0.0014	9.00
12	Feb-15	0.0077	0.0002	32.00
13	Feb-15	0.0028	0.0003	10.00
14	Feb-15	0.0377	0.0019	19.87
15	Feb-15	0.0189	0.0006	32.83
16	Feb-15	0.0024	0.0002	12.14
17	Feb-15	0.0006	0.0000	22.31
18	Feb-15	0.0026	0.0003	9.10
	<b>Total Feb-15</b>	<b>0.434</b>	<b>0.030</b>	<b>14.301</b>
	<b>YTD FY 14-15</b>	<b>17.061</b>	<b>1.029</b>	<b>16.582</b>



**Annexure-IV**

Performance Report regarding Reliability Indices

(1) System Average Interruption Duration Index (SAIDI)

(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Ri= Restoration time for each interruption event on ith feeder	Nt=Total number of consumers of the distribution Licensees area	Sum (Ri*Ni) for all feeders excluding agri. Feeders)	SAIDI = 6/5
1	2	3	4	5	6	
1	Mar-15	759	16.15	74780	12259	0.164
2	Mar-15	119	29.52	74780	3513	0.047
3	Mar-15	535	11.256	74780	6022	0.081
4	Mar-15	148	15.00	74780	2220	0.030
5	Mar-15	28	20.00	74780	560	0.007
6	Mar-15	759	8.02	74780	6084	0.081
7	Mar-15	2847	6.00	74780	17082	0.228
8	Mar-15	309	11.50	74780	3552	0.047
9	Mar-15	514	48.73	74780	25048	0.335
10	Mar-15	160	10.00	74780	1600	0.021
11	Mar-15	264	12.00	74780	3168	0.042
12	Mar-15	586	12.00	74780	7032	0.094
13	Mar-15	340	9.75	74780	3314	0.044
14	Mar-15	4	49.0000	74780	196	0.003
15	Mar-15	151	28.17	74780	4253	0.057
16	Mar-15	1768	13.24	74780	23417	0.3131
17	Mar-15	33	18.45	74780	609	0.0081
18	Mar-15	45	19.40	74780	873	0.012
19	Mar-15	1	25.00	74780	25	0.000
20	Mar-15	13	12.77	74780	166	0.002
	<b>Total Mar-15</b>	<b>9383</b>	<b>12.895</b>	<b>74780</b>	<b>120993.000</b>	<b>1.618</b>
	<b>YTD FY 14-15</b>	<b>82536</b>	<b>16.163</b>	<b>74780</b>	<b>1333988.360</b>	<b>17.839</b>

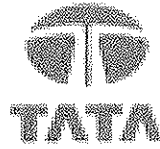


**Annexure-IV**

Performance Report regarding Reliability Indices  
 (2) System Average Interruption Frequency Index (SAIFI)  
 (Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Sum of consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of consumers of the distribution Licensees area	SAIFI = 4/5
1	2	3	4	5	
1	Mar-15	759	759	74780	0.0101
2	Mar-15	119	119	74780	0.0016
3	Mar-15	535	535	74780	0.0072
4	Mar-15	148	148	74780	0.0020
5	Mar-15	28	28	74780	0.0004
6	Mar-15	759	759	74780	0.0101
7	Mar-15	2847	2847	74780	0.0381
8	Mar-15	309	309	74780	0.0041
9	Mar-15	514	514	74780	0.0069
10	Mar-15	160	160	74780	0.0021
11	Mar-15	264	264	74780	0.0035
12	Mar-15	586	586	74780	0.0078
13	Mar-15	340	340	74780	0.0045
14	Mar-15	4	4	74780	0.0001
15	Mar-15	151	151	74780	0.0020
16	Mar-15	1768	1768	74780	0.0236
17	Mar-15	33	33	74780	0.0004
18	Mar-15	45	45	74780	0.0006
19	Mar-15	1	1	74780	0.00001
20	Mar-15	13	13	74780	0.0002
	<b>Total Mar-15</b>	<b>9383</b>	<b>9383</b>	<b>74780</b>	<b>0.1255</b>
	<b>YTD FY 14-15</b>	<b>82536</b>	<b>82536</b>	<b>74780</b>	<b>1.1037</b>





#### Annexure-IV

Performance Report regarding Reliability Indices

(3) Customer Average Interruption Duration Index (CAIDI)

(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Mar-15	0.1639	0.0101	16.15
2	Mar-15	0.0470	0.0016	29.52
3	Mar-15	0.0805	0.0072	11.26
4	Mar-15	0.0297	0.0020	15.00
5	Mar-15	0.0075	0.0004	20.00
6	Mar-15	0.0814	0.0101	8.02
7	Mar-15	0.2284	0.0381	6.00
8	Mar-15	0.0475	0.0041	11.50
9	Mar-15	0.3350	0.0069	48.73
10	Mar-15	0.0214	0.0021	10.00
11	Mar-15	0.0424	0.0035	12.00
12	Mar-15	0.0940	0.0078	12.00
13	Mar-15	0.0443	0.0045	9.75
14	Mar-15	0.0026	0.0001	49.00
15	Mar-15	0.0569	0.0020	28.17
16	Mar-15	0.3131	0.0236	13.24
17	Mar-15	0.0081	0.0004	18.45
18	Mar-15	0.0117	0.0006	19.40
19	Mar-15	0.0003	0.0000	25.00
20	Mar-15	0.0022	0.0002	12.77
	<b>Total Mar-15</b>	<b>1.618</b>	<b>0.1255</b>	<b>12.895</b>
	<b>YTD FY 14-15</b>	<b>17.839</b>	<b>1.1037</b>	<b>16.163</b>